(12) INTERNATIONAL APPLICATION PUBLISHED UNDER THE PATENT COOPERATION TREATY (PCT)

(19) World Intellectual Property Organization
International Bureau

(43) International Publication Date
12 July 2001 (12.07.2001)

PCT

(10) International Publication Number
WO 01/50307 A2

(51) International Patent Classification⁷: G06F 17/00

(21) International Application Number: PCT/US00/34408

(22) International Filing Date:
19 December 2000 (19.12.2000)

(25) Filing Language: English

(26) Publication Language: English

(30) Priority Data:
09/474,948 30 December 1999 (30.12.1999) US

(71) Applicant: HONEYWELL, INC. [US/US]; 101 Columbia Avenue, P.O. Box 2245, Morristown, NJ 07960 (US).

(72) Inventors: FARSONNET, Brian; 10 Forest Hills Lane, Fort Collins, CO 80524 (US). SAMAD, Tariq; 5212 Xerxes Avenue South, Minneapolis, MN 55410 (US). DESBOROUGH, Lane, D.; 3766 Cedar Wood Place, Thousand Oaks, CA 91362 (US).

(74) Agents: HOIRIS, David et al.; Honeywell Inc., 101 Columbia Avenue, P.O. Box 2245, Morristown, NJ 07960 (US).

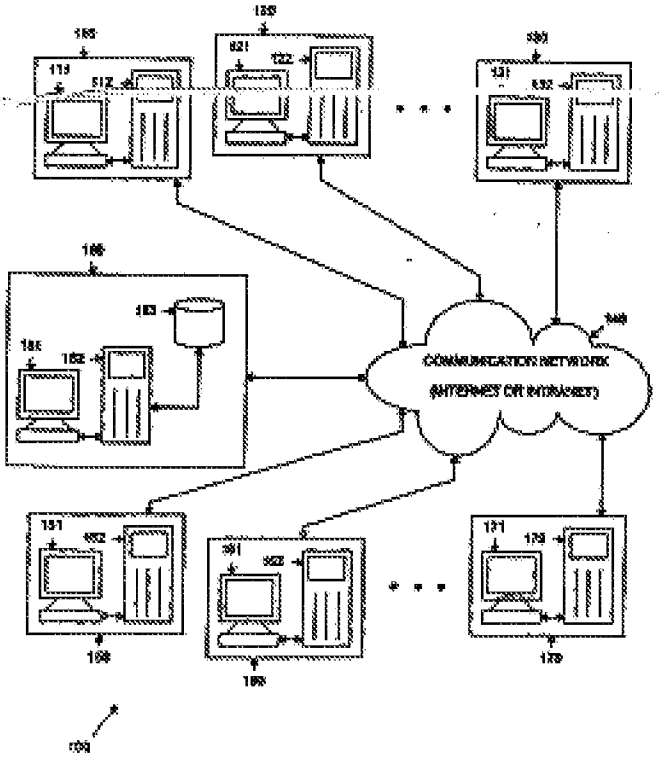
(81) Designated States (national): CA, JP.

(84) Designated States (regional): European patent (AT, BE, CH, CY, DE, DK, ES, FI, FR, GB, GR, IE, IT, LU, MC, NL, PT, SE, TR).

Published:
— Without international search report and to be republished upon receipt of that report.

For two-letter codes and other abbreviations, refer to the "Guidance Notes on Codes and Abbreviations" appearing at the beginning of each regular issue of the PCT Gazette.

(54) Title: SYSTEMS AND METHODS FOR REMOTE ROLE-BASED COLLABORATIVE WORK ENVIRONMENT



(57) Abstract: There is disclosed, for use in connection with a network that provides communications between customers generating service requests and vendors capable of electronically fulfilling the service requests, a system for monitoring, controlling, and administering role-based work flows associated with the service requests. Work flows may be controlled and performed through role-based collaboration, allowing anonymity of vendors and customers and providing a template by which a generic work flow can be reapplied. The system comprises: a main controller for creating a first work flow record used to control a first work flow associated with a first service request and for storing the first work flow record in a storage device associated with the main controller. The main controller also receives messages, data files, software applications, and documents from a first customer and a first vendor associated with the first work flow, stores the messages, data files, software applications, and documents in the storage device, and transfers the messages, data files, software applications, and documents to the first customer and the first vendor. The system also comprises an accounting controller associated with the main controller that identifies fees associated with the first work flow and stores fee data associated with the fees in the first work flow record.

WO 01/50307 A2